

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

SATOP

Demographics

		Total State	OEP Program	ADEP Program	WIP Program	CIP Program
SEX	Male	77.9%	73.8%	76.4%	82.8%	86.3%
	Female	22.1%	26.2%	23.6%	17.2%	13.7%
RACE	White	87.8%	87.0%	91.4%	87.1%	88.3%
	Black	7.5%	7.7%	7.1%	6.9%	6.8%
	Hispanic	2.4%	2.8%	0%	3.1%	1.9%
	Native American	1.1%	1.1%	0%	1.8%	2.9%
	Asian/Pacific Islander	0.5%	0.9%	0.5%	0.2%	0%
	Other	0.7%	0.5%	1.0%	0.9%	0%
AGE	Mean	31.51	31.40	19.56	34.97	35.36
	0-17	3.5%	2.0%	15.4%	0%	2.0%
	18-49	87.6%	90.0%	84.1%	87.4%	92.1%
	50+	8.9%	7.9%	0.5%	12.6%	5.9%
<i>Of the 1753 forms returned, 1471 identified the type of SATOP program.</i>						

Sample Size

Information is based on the number of returned forms and the number of people served according to the DMH billing records. The forms sent to the agency did not indicate program type (e.g., WIP). The program type was to be entered on the form as the forms were distributed. Many forms, however, were received with the program type not indicated. Since an accurate count of forms received by individual programs cannot be calculated, this column is left blank. The state was not able to determine the number of persons served, so an accurate percent of served returned could not be calculated.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total	-	1753	-
OEP	-	672	-
ADEP	-	215	-
WIP	-	476	-
CIP/YCIP	-	108	-
<i>Of the 1753 forms returned, 1471 identified the type of SATOP program. Thus it was not possible to calculate a percent of surveys returned.</i>			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	Total SATOP	OEP Program	ADEP Program	WIP Program	CIP Program
Are you deaf or hard of hearing?	4.5%	3.3%	2.6%	7.1%	8.8%
<i>If yes, do you use sign language?</i>	0.3%	0.6%	0%	0%	1.4%
If you use sign language, did this agency use sign language without the help of an interpreter?	2.8%	2.3%	2.1%	3.1%	2.6%
If you use sign language and the staff did not sign to you, was an interpreter provided?	3.0%	1.6%	4.4%	3.5%	3.0%

Medicaid

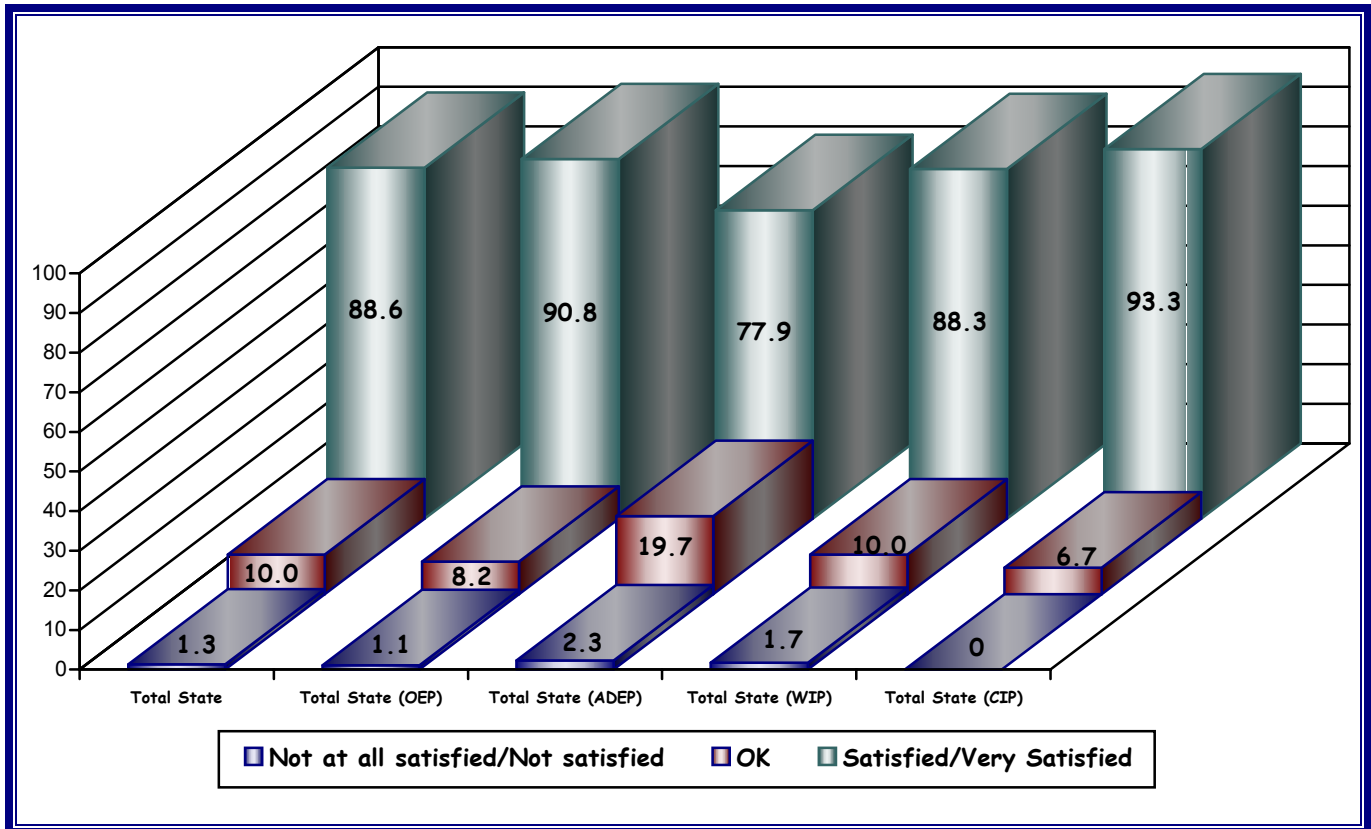
In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

	Total SATOP	OEP Program	ADEP Program	WIP Program	CIP Program
Do you receive Medicaid?	8.4%	8.9%	7.4%	8.2%	12.9%
<i>If yes, are you a member of an MC+ health plan?</i>	17.7%	18.2%	17.9%	16.8%	21.6%

In addition, consumers were asked to identify which MC+ health plan they carried. Out of 97 persons who reported being a member of a MC+ health plan, only 29 identified what plan they carried. The table below lists the plans carried by the respondents.

Insurance Plan	Number and Percent
MC +	11 (37.9%)
Health Care USA	4 (13.8%)
Firstguard	3 (10.3%)
Blue Cross	3 (10.3%)
United Healthcare	2 (6.9%)
FHP	1 (3.4%)
HIS	1 (3.4%)
Humana	1 (3.4%)
Missouri Care	1 (3.4%)
Medicare	1 (3.4%)
Kraft Retiree	1 (3.4%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 88.6% of the consumers of SATOP services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest percent satisfied with services was in the CIP program (93.3%).
- The lowest percent satisfied with services was in the ADEP program (77.9%).

Satisfaction with Services

How satisfied are you ...	Total State	OEP Program	ADEP Program	WIP Program	CIP Program
1. with the agency staff who provide you with services?	4.43 (1715)	4.50 (662)	4.17 (207)	4.43 (470)	4.39 (107)
2. with our counselor/instructor?	4.59 (1717)	4.63 (659)	4.45 (213)	4.58 (472)	4.62 (107)
3. with how much your agency staff know about how to get things done?	4.41 (1720)	4.46 (664)	4.20 (210)	4.71 (440)	4.43 (108)
4. with how program staff keep things about you or your life confidential/private?	4.46 (1703)	4.50 (654)	4.26 (211)	4.47 (468)	4.56 (107)
5. that the program staff is assisting you achieve the goals of driving without drinking?	4.47 (1692)	4.51 (658)	4.19 (190)	4.48 (471)	4.58 (107)
6. that the agency staff who provide services to you respect your ethnic and cultural background?	4.50 (1664)	4.55 (641)	4.33 (203)	4.49 (457)	4.52 (100)
7. with the services that you receive?	4.42 (1718)	4.48 (660)	4.19 (213)	4.41 (471)	4.41 (104)
8. that services are provided in a timely manner?	4.30 (1721)	4.39 (664)	3.98 (209)	4.31 (471)	4.23 (107)
9. with how easy it is to get to services?	4.27 (1711)	4.34 (660)	3.99 (210)	4.32 (467)	4.11 (106)
10. with how easy it is to get to contact the agency?	4.31 (1701)	4.38 (657)	3.98 (204)	4.32 (469)	4.46 (106)
11. with how you spend your time while at the agency?	4.24 (1713)	4.32 (663)	3.96 (209)	4.19 (467)	4.31 (108)
12. with where the agency is located?	4.17 (1721)	4.23 (664)	3.74 (212)	4.22 (469)	4.27 (108)
How safe do you feel...					
13. in the agency/program site?	4.47 (1707)	4.48 (659)	4.30 (209)	4.50 (465)	4.52 (106)
14. in the neighborhood of the agency/program site?	4.41 (1709)	4.40 (660)	4.26 (209)	4.46 (464)	4.47 (107)
The first number represents a mean rating. Scale (items 1-12): 1=Not at all satisfied ... 5=Very satisfied. Scale (items 13-14): 1=Not at all safe ... 5=Very safe. The number represents the number responding to this item.					

Some of the key findings were:

- Statewide, the people served by the SATOP programs reported that they were satisfied with the services they received. The mean scores ranged from 4.17 to 4.59 on a five-point scale, 1=not at all satisfied to 5=very satisfied.
- The satisfaction with the counselor/instructor (mean of 4.59) received the highest rating. Where the agency is located received the lowest mean rating (4.17).
- The Program with the highest satisfaction with services received was in the OEP program (mean of 4.48) and the lowest satisfaction with services received was in the ADEP program (mean of 4.19).

Outcome

Due to my SATOP experience . . .	Total State	OEP Program	ADEP Program	WIP Program	CIP Program
15. I am less likely to drink and drive in the future	4.48 (1721)	4.56 (664)	4.13 (207)	4.52 (472)	4.57 (108)
16. My drinking habits will change	4.20 (1720)	4.25 (663)	3.66 (208)	4.30 (471)	4.44 (108)
17. My understanding of alcohol or drugs has improved	4.41 (1724)	4.42 (664)	4.24 (210)	4.46 (472)	4.44 (108)
18. I now better understand myself	4.06 (1719)	4.03 (661)	3.67 (210)	4.23 (472)	4.19 (107)
19. I now spend less money on alcohol/drugs	4.10 (1711)	4.14 (661)	3.61 (208)	4.22 (468)	4.52 (108)
20. I better understand Missouri's DWI laws and penalties for DWI	4.47 (1723)	4.57 (664)	4.30 (210)	4.39 (471)	4.46 (108)
21. My attitude toward the police, courts, DOR and SATOP has improved	3.74 (1719)	3.80 (663)	3.37 (209)	3.77 (470)	4.00 (108)
22. I better understand the relationship between consumption/use (amount) and levels of impairment	4.38 (1722)	4.44 (662)	4.14 (210)	4.37 (472)	4.44 (108)
The first number represents a mean rating. Scale: 1=Definitely do not agree . . . 5=Definitely agree. The number in parentheses represents the number responding to this item.					

Some of the key findings were:

- The participants reported that they were less likely to drink and drive in the future (mean of 4.48; 1=does not agree with the statement to 5=agree with the statement).
- There was a better understanding of alcohol and drugs (mean of 4.41) and Missouri's DWI laws (mean of 4.47).
- The participants agreed slightly with the statement: "My attitude toward the police, courts, DOR and SATOP has improved" (mean of 3.74).

Staff Attitude and Performance

	Total State	OEP Program	ADEP Program	WIP Program	CIP Program
23. Were you told of your right to a second opinion?	82.4 (1350)	84.4 (540)	62.0 (119)	85.4 (386)	85.7 (90)
24. Were you told of your right to a judicial review?	78.0 (1267)	83.5 (531)	58.9 (113)	77.2 (345)	75.0 (78)
25. Were you told of the six month shelf-life rule?	68.8 (1109)	73.5 (467)	45.8 (88)	66.7 (293)	78.6 (81)
26. Did SATOP attempt to coerce or require you to attend some other (non-SATOP) program which was not required by the court or DOR?	21.5 (350)	14.4 (91)	25.8 (49)	25.6 (115)	30.5 (32)
The first number represents the percent that answered "Yes."					
The number in parentheses represents the number responding to this item.					

Some of the key findings were:

- Most of the participants were told of their right to a second opinion (82.4%). The CIP program informed more participants than the other programs in most cases.
- Over half of the participants were told about the six-month shelf-life rule (68.8%). Significantly less consumers in the ADEP program (45.8%) noted this disclosure than in the CIP program (78.6%).

Comparison by Gender in SATOP Program

This analysis compared the responses of consumers by gender. Females were more satisfied with services and their quality of life. They also reported more positive outcomes.

How satisfied are you...	Sex		Significance
	Male	Female	
With the agency staff who provide you with services?	4.39 (1233)	4.57 (351)	F(1,1582)=15.102, p<.001
With your counselor/instructor?	4.57 (1237)	4.68 (349)	F(1,1584)=7.342, p=.007
With how much your agency staff know about how to get things done?	4.37 (1237)	4.56 (350)	F(1,1586)=19.383, p<.001
With how program staff keep things about you and your life confidential/private?	4.43 (1232)	4.56 (344)	F(1,1574)=8.276, p=.004
That the program staff is assisting you achieve the goals of driving without drinking?	4.43 (1217)	4.59 (345)	F(1,1560)=14.807, p<.001
That the agency staff who provide services to you respect your ethnic and cultural background?	4.45 (1197)	4.67 (338)	F(1,1533)=23.078, p<.001
With the services that you receive?	4.38 (1238)	4.59 (350)	F(1,1586)=23.544, p<.001
That services are provided in a timely manner?	4.25 (1238)	4.47 (352)	F(1,1588)=17.752, p<.001
With how easy it is to get to services?	4.20 (1234)	4.47 (347)	F(1,1579)=26.246, p<.001
With how easy it is to get to contact the agency?	4.25 (1230)	4.51 (346)	F(1,1574)=25.257, p<.001
With how you spend your time while at the agency?	4.19 (1236)	4.42 (349)	F(1,1583)=18.079, p<.001
With where the agency is located?	4.10 (1242)	4.36 (351)	F(1,1591)=20.244, p<.001
with how safe you feel in the agency/program site?	4.44 (1229)	4.58 (351)	F(1,1578)=9.668, p=.002
With how safe you feel in the neighborhood of the agency/program site?	4.39 (1231)	4.51 (351)	F(1,1580)=6.586, p=.010
I am less likely to drink and drive in the future.	4.45 (1239)	4.61 (353)	F(1,1590)=11.408, p=.001
My understanding of alcohol or drugs has improved.	4.38 (1243)	4.51 (352)	F(1,1593)=6.773, p=.009
I better understand Missouri's DWI laws and penalties for DWI.	4.45 (1242)	4.55 (352)	F(1,1592)=4.375, p=.037
My attitude toward the police, courts, DOR and SATOP has improved	3.70 (1240)	3.91 (351)	F(1,1589)=8.534, p=.004
I better understand the relationship between consumption/use (amount) and levels of impairment.	4.33 (1242)	4.53 (351)	F(1,1591)=17.072, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. <i>Due to my SATOP experience ...</i> Scale: 1=Definitely do not agree ... 5=Definitely agree. The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in SATOP Program

This analysis compared the responses of consumers by racial and ethnic backgrounds. Pacific Islanders/Orientals reported being most satisfied with staff, their counselor/instructor, and respect of cultural/ethnic backgrounds than other races. It should be noted that there were only eight Pacific Islander/Oriental respondents. Native Americans reported having a better understanding of Missouri's DWI laws than the other races. The "Other" category of race was most satisfied with how easy it was to contact the agency.

Due to my SATOP experience...	White	Black	Hispanic	Native American	Pacific Islander/ Oriental	Other	Significance
With the agency staff who provide you with services?	4.44 (1408)	4.46 (117)	4.08 (38)	4.56 (18)	5.00 (7)	4.55 (11)	F(5,1593)=2.638, p=.022
With your counselor/instructor?	4.60 (1406)	4.65 (119)	4.29 (38)	4.67 (18)	5.00 (8)	4.55 (11)	F(5,1594)=2.279, p=.045
That the agency staff who provide services to you respect your ethnic and cultural background?	4.51 (1362)	4.49 (115)	4.13 (38)	4.61 (18)	4.88 (8)	4.55 (11)	F(5,1546)=2.505, p=.029
With how easy it is to get to contact the agency?	4.33 (1398)	4.21 (117)	3.89 (38)	4.33 (18)	4.25 (8)	4.45 (11)	F(5,1584)=2.436, p=.033
I better understand Missouri's DWI laws and penalties for DWI.	4.46 (1415)	4.65 (120)	4.24 (37)	4.72 (18)	4.38 (8)	4.55 (11)	F(5,1603)=2.412, p=.034
<p>The first number represents a mean rating. <i>Due to my SATOP experience ...</i> Scale: 1=Definitely do not agree ... 5=Definitely agree. The number in parentheses represents the number responding to this item.</p>							

Comparison by Age in SATOP Program

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adults groups were more satisfied with services and quality of life than the youth.

How satisfied are you...	0-17	18-49	50+	Significance
With the agency staff who provide you with services? (b, c)	4.22 (55)	4.42 (1384)	4.61 (138)	F(2,1574)=6.186, p=.002
With your counselor/instructor? (a, b)	4.33 (55)	4.59 (1387)	4.72 (138)	F(2,1577)=6.727, p=.001
With how much your agency staff know about how to get things done? (a, b)	4.14 (56)	4.41 (1389)	4.57 (137)	F(2,1579)=6.818, p=.001
with how program staff keep things about you and your life confidential/private? (a, b)	4.20 (55)	4.45 (1377)	4.56 (136)	F(2,1565)=4.526, p=.011
that the program staff is assisting you achieve the goals of driving without drinking? (a,b)	4.21 (52)	4.46 (1366)	4.61 (137)	F(2,1552)=6.327, p=.002
with the services that you receive?	4.31 (54)	4.42 (1386)	4.58 (139)	F(2,1576)=3.686, p=.025
that services are provided in a timely manner? (b, c)	4.04 (55)	4.29 (1392)	4.54 (137)	F(2,1581)=8.122, p<.001
with how easy it is to get to services? (b, c)	4.02 (55)	4.26 (1382)	4.46 (137)	F(2,1571)=5.753, p=.003
with how easy it is to get to contact the agency? (a,b, c)	3.85 (54)	4.31 (1375)	4.52 (138)	F(2,1564)=12.375, p<.001
With how you spend your time while at the agency? (b, c)	4.07 (56)	4.23 (1383)	4.44 (138)	F(2,1574)=4.964, p=.007
with where the agency is located? (b, c)	3.93 (56)	4.15 (1393)	4.37 (137)	F(2,1583)=4.904, p=.008
with how safe you feel in the agency/program site? (a,b)	4.22 (54)	4.47 (1380)	4.55 (139)	F(2,1570)=4.052, p=.018
With how safe you feel in the neighborhood of the agency/program site? (b)	4.16 (55)	4.40 (1383)	4.56 (138)	F(2,1573)=5.284, p=.005
My drinking habits will change (b,c)	4.06 (54)	4.18 (1393)	4.51 (138)	F(2,1582)=8.522, p<.001
My understanding of alcohol or drugs has improved. (c)	4.40 (55)	4.40 (1395)	4.60 (139)	F(2,1586)=3.841, p=.022
I now better understand myself (b,c)	3.80 (55)	4.03 (1392)	4.35 (137)	F(2,1581)=8.431, p<.001
I now spend less money on alcohol/drugs (c)	4.05 (55)	4.07 (1386)	4.43 (138)	F(2,1576)=7.403, p=.001
My attitude toward the police, courts, DOR and SATOP has improved (b,c)	3.39 (54)	3.74 (1395)	4.10 (136)	F(2,1582)=8.721, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. <i>Due to my SATOP experience ...</i> Scale: 1=Definitely do not agree ... 5= Definitely agree. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between 18-49 and 50+.</p>				

Comparison by Current Living Situation

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who lived in Oxford House and Independently in the Community better understood the relationship between consumption of alcohol and impairment.

Due to my SATOP experience ...	Independently in the community	Oxford House	Group Home/ Boarding Home/RCF	Residential treatment facility	Homeless	Other	Significance
That the agency staff who provide services to you respect your ethnic and cultural background?	4.51 (1406)	4.80 (5)	3.90 (10)	4.18 (11)	4.00 (1)	4.62 (52)	F(5,1479)=2.391, p=.036
that services are provided in a timely manner? (a, c, f)	4.32 (1460)	4.80 (5)	3.20 (10)	4.42 (12)	3.50 (2)	4.19 (53)	F(5,1536)=4.356, p=.001
with how safe you feel in the agency/program site? (b, d, e)	4.48 (1448)	5.00 (5)	4.00 (10)	4.00 (12)	3.00 (3)	4.54 (52)	F(5,1524)=4.919, p<.001
With how safe you feel in the neighborhood of the agency/program site? (a, c, d)	4.43 (1449)	5.00 (5)	3.50 (10)	4.00 (12)	3.00 (3)	4.35 (52)	F(5,1525)=6.093, p<.001
My understanding of alcohol or drugs has improved.	4.43 (1462)	4.80 (5)	4.00 (10)	4.17 (12)	3.00 (3)	4.32 (53)	F(5,1539)=3.030, p=.010
I now spend less money on alcohol/drugs	4.12 (1452)	4.80 (5)	3.70 (10)	4.50 (12)	3.33 (3)	3.74 (53)	F(5,1529)=2.796, p=.016
I better understand the relationship between consumption/use (amount) and levels of impairment.	4.40 (1461)	4.60 (5)	3.80 (10)	4.25 (12)	3.00 (3)	4.21 (53)	F(5,1538)=3.766, p=.002

The first number represents a mean rating.

Due to my SATOP experience ... Scale: 1=Definitely do not agree ... 5=Definitely agree.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

(a) Interaction between Independent in the Community and Group Home.

(b) Interaction between Independent in the Community and Homeless.

(C) Interaction between Oxford House and Group Home.

(d) Interaction between Oxford House and Homeless.

(e) Interaction between Homeless and Other.

(f) Interaction between Group Home and Other.

Comparison Across Programs

A comparison was made between the type of programs. Overall, those in OEP and CIP programs were most satisfied with services.

How satisfied are you...	OEP Program	ADEP Program	WIP Program	CIP Program	Significance
With the agency staff who provide you with services? (a)	4.50 (662)	4.17 (207)	4.43 (470)	4.39 (107)	F(3,1442)=9.874, p<.001
With your counselor/instructor? (a)	4.63 (659)	4.45 (213)	4.58 (472)	4.62 (107)	F(3,1447)=3.387, p=.018
With how much your agency staff know about how to get things done? (a, d)	4.46 (664)	4.20 (210)	4.40 (471)	4.43 (108)	F(3,1449)=6.534, p<.001
with how program staff keep things about you and your life confidential/private? (a, d, e)	4.50 (654)	4.26 (211)	4.47 (468)	4.56 (107)	F(3,1436)=6.397, p<.001
that the program staff is assisting you achieve the goals of driving without drinking? (a, d, e)	4.51 (658)	4.19 (190)	4.48 (471)	4.58 (107)	F(3,1422)=10.902, p<.001
that the agency staff respect your ethnic and cultural background?(a)	4.55 (641)	4.33 (203)	4.49 (457)	4.52 (100)	F(3,1397)=4.950, p=.002
with the services you receive?(a, d)	4.48 (660)	4.19 (213)	4.41 (471)	4.41 (104)	F(3,1444)=8.541, p<.001
that services are provided in a timely manner? (a, d)	4.39 (664)	3.98 (209)	4.31 (471)	4.23 (107)	F(3,1447)=12.402, p<.001
with how easy it is to get to services? (a, d)	4.34 (660)	3.99 (210)	4.32 (467)	4.11 (106)	F(3,1439)=10.40, p<.001
with how easy it is to get to contact the agency? (a, d, e)	4.38 (657)	3.98 (204)	4.32 (469)	4.46 (106)	F(3,1432)=12.789, p<.001
With how you spend your time while at the agency? (a, d, e)	4.32 (663)	3.96 (209)	4.19 (467)	4.31 (108)	F(3,1443)=9.591, p<.001
with where the agency is located? (a, d, e)	4.23 (664)	3.74 (212)	4.22 (469)	4.27 (108)	F(3,1449)=15.934, p<.001
with how safe you feel in the agency/program site? (a, d)	4.48 (659)	4.30 (209)	4.50 (465)	4.52 (106)	F(3,1435)=4.136, p=.006
With how safe you feel in the neighborhood of the agency/program site? (d)	4.40 (660)	4.26 (209)	4.46 (464)	4.47 (107)	F(3,1436)=3.373, p=.018
I am less likely to drink and drive in the future. (a, d, e)	4.56 (664)	4.13 (207)	4.52 (472)	4.57 (108)	F(3,1447)=16.812, p<.001
My drinking habits will change (a, d, e)	4.25 (663)	3.66 (208)	4.30 (471)	4.44 (108)	F(3,1446)=27.792, p<.001
My understanding of alcohol or drugs has improved. (a, d)	4.42 (664)	4.24 (210)	4.46 (472)	4.44 (108)	F(3,1450)=3.935, p=.008
I now better understand myself (a, b, d, e)	4.03 (661)	3.67 (210)	4.23 (472)	4.19 (107)	F(3,1446)=17.158, p<.001
I now spend less money on alcohol/drugs (a c, d, e)	4.14 (661)	3.61 (208)	4.22 (468)	4.52 (108)	F(3,1441)=24.898, p<.001
I better understand Missouri's DWI laws and penalties for DWI. (a, b)	4.57 (664)	4.30 (210)	4.39 (471)	4.46 (108)	F(3,1449)=8.178, p<.001
My attitude toward the police, courts, DOR and SATOP has improved (a, d, e)	3.80 (663)	3.37 (209)	3.77 (470)	4.00 (108)	F(3,1446)=9.486, p<.001

I better understand the relationship between consumption/use (amount) and levels of impairment. (a, d, e)	4.44 (662)	4.14 (210)	4.37 (472)	4.44 (108)	F(3,1448)=7.761, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> <p><i>Scheffe Post-Hoc significance at .05 or less</i></p> <p>(a) Interaction between OEP and ADEP. (b) Interaction between OEP and WIP. (c) Interaction between OEP and CIP. (d) Interaction between ADEP and WIP. (e) Interaction between ADEP and CIP.</p>					

SATOP Subjective Responses

What was Liked Best about the Program:

The consumers were asked to describe what they liked best about the services provided. Following are examples of their responses to this question.

Small Group Interaction:

Many of the individuals who participated in the SATOP program indicated that they liked the opportunities for small group interaction. When answering the question, "What do you like best about the services provided by this agency?" some individuals had these things to say, "Small group interaction", "I like the interaction in small groups," and "I liked it when we got into smaller groups and talked".

Time / Availability

Another issue that was addressed by those individuals who filled out satisfaction surveys was the time in which the class was offered as well as the way in which the class was made available. Several individuals said they liked when the class was offered because that allowed them to take the class and not have interference with their work. *"I like that the class was offered on the weekend because it didn't interfere with my work schedule".* Other participants said they liked the shorter time frame in which the course was offered. *"The class didn't take as long as I thought", and "I liked the time frame the class was offered."*

Instruction

The most frequent comments that were made in regard to the SATOP program had to do with how the class was taught. Most of the responses to the question what do you like best about the services provided by this agency had to do with the instructor of the class itself. It seems that the quality of the instructor had a large impact on whether or not individuals had a positive experience from their participation in the SATOP program.

Comments like the following are echoed in many of the statements written by other participants as well: "The instructor was excellent in keeping my attention", "The instructor held my interest," "Instructor had first hand knowledge", " We weren't preached to, we were given information", and "The counselors treat everyone the same and you get a lot of attention". Another issue that seemed to be important to participants about the instructor was whether or not the person facilitating the class had a personal experience with drug and alcohol abuse. Several individuals wrote comments about being able to relate to the instructor because they had used before. "That the instructor has used before, so I could relate to what he was saying, rather than a non-user".

Suggestions for Improvement:

SATOP participants were asked to provide suggestions for how the services could be improved. Following are examples of their responses.

Small group Interaction

Several participants in the SATOP program indicated that what they liked best about the services they received was the small group interaction. When asked how the services they received could be improved some responded with the same answer. In this case several participants wanted more small group interaction. "More small group interaction" and "Less large group stuff, more smaller group discussion".

Environment/ Accommodations

Many individuals commented on the room accommodations in which the classes they attended took place. In this same category, some participants commented on the overnight lodging they received as part of the program. Comments such as *"better class room", "more comfortable chairs", "more comfortable room temperature", and "more room space"*, illustrate some of the concerns written by participants about the room accommodations. Other statements such as *"better overnight housing", "change hotels", and "I don't understand the need to stay in a hotel. They say we do it voluntarily - but really isn't"* show the issues some participants had with the overnight lodging that the program provided. Another area that consumers felt needed to be improved upon was the food provided by the SATOP program. *"No fast food hamburgers", "better food", and "A program focusing on health should provide a healthy, well balanced meal not just empty calories"* were just some of the comments that program participants wrote about the quality and type of food they received while participating in SATOP.

Use of Time / Availability

The use of class time and the times in which the class was offered were other issues that many participants believed needed to be improved. Some thought the length of the class sessions could be shorter, *"shorter time", "hold the classes to where they get out earlier", and "not so long into the night"*. Others felt the classes could be sped up, *"speed things up", "not so long", and "The time could have been sped up"*. The time of day the classes were offered also caused some concerns for a few participants *"it was just fine except for the whole weekend thing", "not so early in the morning", and "start the classes later"* illustrate this issue.

Screening Process

When asked what they thought would improve the services they received several participants commented on the length of time that was involved in the screening process. One person simply stated *"the screening process the first night took a long time"*. Another individual was a little more descriptive about his experience with the screening process, *"When I came in for screening I waited 3 damn hours as opposed to the 1 1/2 I was told it would take. There definitely needs to be some work done with the screening"*. Other comments about the screening process indicated that it took what many considered was a significant amount of time.

Instruction

Many individuals who received services from SATOP suggested that the way the class was taught could improve the overall experience. Issues of instruction that related to the instructor seemed to be few. As was seen in the previous responses from participants stating what they liked about the program, many wrote positively about the instructor. In the case of what could be improved comments centered mostly on the structure of the class and materials used.

There were many who suggested that the videos used for the program were outdated. *"More up to date videos. I know they provide the same information, but it would be more updated", "new improved videos would help", "more recent stats and movies", get rid of ridiculous insulting movies," and "update the films",* were just some of the written comments by participants about the need to update the videos. Others thought there were too many videos, *"less video watching"* and *"too many videos"* indicated some of the participant's views on the time spent watching videos.

Other written comments suggested that some participants thought including *"hands on activities"* and use of a *"computer instead of overheads"* were ways to improve the classes. One individual suggested that the classes could be better organized. *"More organized it's a four hour training but you guys stretch it to ten".* In some cases participants believed that the evaluation/test should be changed because they believed the questions to be intrusive. *"Evaluation test is horse shit. Those questions that involve your entire life are not just".*

Cost

Several individuals wrote that the program was too expensive. Some believed the cost was very prohibitive particularly for those with limited incomes. One individual said, *"Don't charge so much money. Very hard to pay for it when you don't have a license to get to work."* Other comments were stated more simply like: *"less money",* and *"too much cost".*